1. Since the City currently processes credit cards in-person do any of the locations require a manual close capability? If so, which location(s). Yes, the three locations in City Hall counters are settled manually each day.

2. Do you have a need to close a batch more than once a day? If so, please explain. No, batches are only closed once per day.

3. If using credit card terminals to process activity please identify the terminal type (e.g. Hypercom T7P, Omni Vx510LE, Nurit 8320, etc.) by location.
   a. Of the seven (7) MIDs accepting payments what equipment is being utilized?
   b. If Hardware please define Manufacturer/Model.

150 location code	Kirkland Parks and Rec	At computer, swipe reader Magtek 21080057
160 location code	WWW KirklandParks Net	online
180 location code	Kirkland Parks Moorage	online through VenTek
410 location code	Kirkland Cemetery and Business License	Counter: Verifone Omni 3200
420 location code	Kirkland Municipal Court	(2) VeriFone Omni 3750, (3)pinpad P1000SE, (1) VX510LE/OMNI 3730
430 online location code	Kirkland Utility Billing	Online through MerchantTransact
440 counter location code	City Kirkland Utilities	Counter: VeriFone Omni 3200SE
450 location code	City Kirkland Parking	online through CALE
452 location code	Park Lane and Main Parking	online through CALE
460 Location Code	Kirkland Development Svcs	Counter: VeriFone Omni 5700
470 Location Code	City of Kirkland	Counter: VeriFone Omni 5700 (same machine as location 460)
910 location code	City Kirkland E-Permits	online

4. If using credit card terminals do you own, rent or lease the equipment?
   a. Is the equipment owned, rented, leased? The City of Kirkland owns the equipment.

5. Do you accept PIN-driven Debit cards transactions? If so, how many locations accept this type of transaction? Yes, at one location – Municipal Court.

6. If accepting PIN-driven transactions what kind of PIN pad do you use? i.e. Verifone PIN pad 1000se, Hypercom P1300, etc. (3)Pin pad P1000SE.

7. Since the City processes credit cards on-line what payment gateway vendor do you utilize? e.g. Authorize.net , PayPal, etc..., PayPal for e-permit, other online accounts use the vendor processor (CALE, VenTek, CLASS)

8. Are the on-line transactions processed in Real time or Non-Real time? Both batch and real-time.

9. Does the City use processing software to handle the in-person or mail/phone transactions? If so, please identify the software name and version? i.e. PC Charge v. 3.8, Tender Retail v. 4.0, etc. No

10. The Parking Pay Stations require software to handle the credit card processing, please identify the make and model of the pay stations and please identify the name of processing software package and the version? e.g. IC Verify ver. 4.0 , PC Charge ver. 3.80, etc.
    a. If Software please define Product/Version. Parking Pay Stations are provided by the Vendor CALE and use PC Transact IT 2.0 (A US Bank/NOVA product). The Moorage Pay Stations are provided by VenTek and the VenTek Central Control Unit (CCU) Schema 3 uses VeriFone PCCharge v5.7.1g.

11. Do you process GSA/Government Procurement Cards, Corporate Cards that require Data Rate I, II or Commercial Cards that require Level II or Level III reporting? It is my understanding that we process all Mastercard and VISA cards. I am not aware of any special reporting.

12. Do you process large ticket Visa/MasterCard transactions? e.g. Sale amount in excess of $5000.00 per transaction ? Yes, we do not place any limit on Visa/MasterCard transactions.

13. The terminals must have a dedicated line to dial out for approvals- does your telecommunication system require a "9" to access an outside line? Yes

14. Is this dedicated line or telephone system analog or digital? Analog.

15. Who is the current provider of the credit card processing service? If you are referring to our PCard program, the current provider is JPMorgan Chase (PaymentNet online system). We are looking at transitioning to US Bank's WSCA contract.

16. What is the annual purchase volume for card purchases? How many cards are in use? In 2010, there were 3,394 purchasing card transactions totaling $434,280.20. We currently have 61 cards in use.

17. Are purchasing card used only for Is data integration with an accounting or ERP system required? If so, please describe. No, the purchasing cards are not used *only* for data integration with our accounting system, but we are not sure that we understand your question.

18. Does the city assign account codes (GL, cost center, project codes, etc.) to each transaction and exported to the accounting/ERP system? Twenty eight City employees have access to enter transaction information and account codes into the online PaymentNet system. Some have default account codes assigned that they can override if necessary. After the information entered by the employees has been reviewed by the Purchasing Card Administrators (Purchasing Staff), the information is exported from PaymentNet into our IFAS accounting system.

19. Are there specific payment terms or payment options required by the City? Currently, we pay within 30 days of the monthly statement date. Typically, by the 25th of the month that payment is due.

20. What is the desired payment cycle? Our current cycle seems to be working well for us.

21. Does the City require any specific functionality or enhancements with a purchasing card program? We would require any purchasing card program to be user friendly, provide extensive reporting capabilities and it must be able to interface with our Sungard IFAS financial system.

22. Are cards used only for Vendor purchases or do individuals carry cards for travel and entertainment purchasing. Some cards are issued specifically for the purchase of supplies. Some cards are issued for both the purchase of supplies and travel & subsistence purposes.

23. Will the City accept RFP's electronically? Yes. Forms that need to be signed and notarized can be scanned and sent electronically as well.

24. If RFP's are presented in hardcopy, how many copies with the City prefer? 5 hardcopies.

25. Can the pricing sheets be provided in the excel spreadsheets? Yes. They are available on the City's website with the RFP.

26. What is the City's Credit Rating? AAA by Standard & Poor's, Aa2 by Moody's.

27. Would the City consider investment alternatives to overnight sweep accounts? Yes, as long as the instrument is within the City of Kirkland Investment Policy guidelines and covered by the Public Deposit Protection Commission (PDPC).

28. Is there anything specific Kirkland envisions for extra services? It is important to note that Kirkland's annexation will take place June 1, 2011 which will increase staff and budgets bringing increased financial service activity in addition to the 10,000 or more garbage accounts which will be added to utility billing accounts. Aside from that, there are no particular services that Kirkland anticipates adding. However, Kirkland is interested in reviewing cost effective process efficiencies that can be added to the current services.

29. Does Kirkland anticipate any financial systems upgrades? Not at this time.

30. What does Kirkland keep for a peg balance? Five million dollars in the General Account.

31. Are the contract terms negotiable? Yes, as long as the terms are acceptable to the City and to the City Attorney's Office.

32. Who is the custodial institution (safekeeping) for the City's investments? US Bank.

33. How committed is the City to the current investments. Kirkland will review available investment opportunities. All investments of the City must be in compliance with the City of Kirkland Investment Policy.

34. Can the City provide a copy of an account analysis statement and merchant services statement? Yes.

35. Are payments accepted over the web? If so what payment gateway or pay button is utilized. Payments are accepted over the web with Parks – CLASS software, E-Permits hosted through E-Gov alliance- processed through PayPal, Utility Payments – hosted through Merchant Transact (Springbrook vendor).